

State of Connecticut
Department of Social Services
55 Farmington Ave
Hartford, CT 06105
EBT Unit

November 1, 2014

Cardholder Name
Address 1
Address 2
City, State ZIP

Important Notice about EBT:

The EBT system will not be available during morning of Nov. 16, 2014

Dear EBT Cardholder:

We are writing to let you know that the state's Electronic Benefit Transfer (EBT) system will not be available on Sunday morning, November 16, 2014 – beginning around midnight (12 a.m.) until about 10:00 a.m.

During this period, your EBT card will not work at food stores, cash registers and ATMs. The reason for this brief service interruption is to enable the state to change EBT vendors.

Once the system is back up Sunday morning, your current EBT card will continue to work; there is no need to replace your card. There will be no impact on your ability to access your medical benefits at any time.

Additionally, you will not be able to select or change your Personal Identification Number (PIN) for an existing or new EBT card beginning Friday, November 14, 2014, at about 10:00 p.m., until Sunday, November 16, 2014, at about 10:00 a.m.

Recorded messages regarding system availability will be posted to the DSS Client Information Line at 1-855-626-6632 and on the DSS website at www.ct.gov/dss/ebtcards during the weekend of November 15 – 16, 2014.

Thank you, and regards from the Department of Social Services